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## General Information Memorandum

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**ISD-GI 15-70**

**TO:** ISD Employees  
**FROM:**  Marilyn Martinez, Income Support Division Director  
**RE:** Out of State Benefit Inquiring / Closure Requests  
**DATE:** December 10, 2015

ISD Central Office Constituent Services receives numerous calls and faxes from other States to confirm case status. This GI informs ISD staff of the process taken for these inquiries.

Effective immediately, upon receipt of an Out of State Benefit Inquiry or Case Closure for the entire household, the ISD Central Office Constituent Services will take action to close the ASPEN case.

In the event that the inquiry is not for the entire household, ISD Constituent Services will enter a case note in ASPEN and send an email to the County Director of the office where the APSEN case is assigned.

ISD Constituent Services will maintain a log of all inquiries either closed or referred to the field office.

Should you have any questions regarding this GI, please contact Flora Martinez, Constituent Services Liaison, at (505) 827-7263 or via email at [FloraC.Martinez@state.nm.us](mailto:FloraC.Martinez@state.nm.us).